

ADEPT President's Awards 2025

Entry form

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Award category Innovation in Place-shaping

Project Title Revolutionising Road Maintenance in Shropshire

Local authority entrant Shropshire Council

Partner/s if applicable Multevo

Headline summary (150 characters max.)

The project has revolutionised road maintenance, demonstrating exceptional innovation, fostering local economical growth and improving infrastructure.

Please note we need at least one supporting image per award submission. Upload your image/s below.



Innovation in place-shaping: How has this project used digital innovation and/or the imaginative use of new or existing technology? (150 words max.)

In July 2023, Shropshire Council partnered with Multevo to manage defects across 1,013km of A, B, and U roads as part of their transition to a Mixed Economy Model. This was achieved by using the Innovation Procurement System (IPS) – a compliant route to market developed by LCRIG and Crown Commercial Services. The goal was to address repair needs within budget, reduce claims and repeat repair visits, enhance road longevity, and boost stakeholder satisfaction through better asset management.

To achieve these goals, Multevo deliver an innovative 'turnkey' local roads service. This empowers Multevo to take ownership of a range of client support functions such as surveying, CAD design, permit management, resident communication, scheduling, real-time recording, auditing, and compliance reporting. The partnership has also identified innovative processes including LiDAR scanning of roads, introducing innovative repair solutions, and using technology to accurately record defect information in real-time.

Innovation in place-shaping: How has this project shown evidence of improved outcomes for users? (150 words max.)

The project features flexible repair solutions to meet all network repair needs:

- 2-person reactive/emergency defect teams
- 4-person multi-skilled defect teams
- Find and Fix teams
- 5-person Multihog hand-lay patching teams
- 7-person machine-lay paver team

Accurate defect data has revealed key project outcomes:

- The shift from 90% temporary repairs to 90% permanent repairs has drastically reduced repeat visits and cut repair costs by 75%, saving the Council £1.4m annually.
- Since January 2024, 54,192 defects have been repaired, including 26,177 Priority Defect Requests, alongside 1,838 historic defects.
- In the same period, 31,051 sqm of sustainable permanent repairs have been completed, and pre-surface patching schemes have readied 1.2m sqm of road space for surface treatment.
- On the A&B network, defects that were high risk for insurance claims have reduced by 73%, and overall claims have reduced by 25% across the network.
- Public satisfaction has increased by 25% (National Highway and Transport Public Satisfaction Survey).

Innovation in place-shaping: How has this project shown evidence of the transformation of a service/department/organisation by changing behaviours, delivering savings or improving ways of working? (150 words max.)

The project has transformed the network and the way services are delivered - reducing defects and repeat repair visits. Enhanced data recording and sharing have improved understanding of the network's repair needs, enabling better budget allocation to save costs. It has enabled Shropshire Council to achieve its goal of transitioning to a Mixed Economy Model, giving greater control over service delivery and the impact this has on stakeholders. The repair strategy has shifted from commercial outcomes to asset-based interventions, fostering trust in Multevo's ability to deliver better results.

Without the project, Shropshire Council analysts predict defects would have surged to 96,000 by November 2024. Instead, defect numbers are now only 10% of the forecasted total, with repair costs reduced by over 50%.

Multevo integrated its systems, such as the Multevo App, with the client's CONFIRM system which has provided accurate defect data, improving decision-making and budget management.

Innovation in place-shaping: How can the innovation/technology in this project be applied in multiple sectors/areas? (150 words max.)

The project has pioneered the transition to a Mixed Economy Model. This approach is now influencing the wider sector, with similar trials underway with other councils and contractors, proving the project's success. It has been greatly recognised and shared within the wider industry, with both Multevo and Shropshire Council representatives presenting on the project at both Strictly Highways and the LCRIG South West Working Group events.

Multevo have established an innovative local roads turnkey delivery model because of this project, which

has been further adapted to suit other sectors including a whole place approach, residential & commercial developers, and the strategic network. This will allow wider sectors to benefit from Multevo's all-encompassing self-delivered service, incorporating different tasks and varying sector needs.

Link: <https://multevo.co.uk/turnkey-solutions/>

The partnership has identified many common industry challenges and ways to jointly overcome these through efficient budget and resource management and putting trust in SME contractors.

Innovation in place-shaping: How does this project demonstrate scalability and resilience - the ability to use technology in a wider scope and in a way that encourages longevity of use? (150 words max.)

The project is a first of its kind in the industry – empowering an SME contractor to take on typical term maintenance contractor services to deliver better outcomes for all stakeholders through targeted and innovative approaches. It has identified many common industry challenges and ways to jointly overcome these through efficient budget and asset management.

Through the Innovation Procurement System, this can be scaled nationally and adopted by other local authorities who are looking for more control over quality of services on their network through transitioning to a Mixed Economy Delivery Model. This provides a compliant route to market and eliminates traditional procurement barriers.

The project has greatly reduced network defects through fix-first-time and correct repair interventions, maximising network resilience and improving stakeholder satisfaction. There is further scope to introduce preventative measures including siding out, grip cutting, ditch clearing, road markings, and detritus removal – preventing further deterioration.